

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

ADMINISTRATIVE SUPPORT ASSISTANT

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Administrative Support Assistant is the first and entry level in a five level Administrative Support series. Incumbents are responsible for performing basic clerical functions, basic computer processes, and first line customer service.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Administrative Support Assistant is distinguished from the Senior Administrative Support Technician, which is responsible for performing semi-skilled administrative support activities.

Incumbents in this classification may be required to work nights, holidays, and/or weekends.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Responds to requests for information from the general public, in person, over the telephone, and via e-mail; answers routine questions; directs callers to appropriate internal departments and/or external organizations. | Daily
20% |
| 2. | Assists with coordinating department activities, such as tracking work and change orders, processing accounts payable and/or receivable, reporting building maintenance issues, processing requests for information, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information, and providing related support. | Daily
20% |
| 3. | Performs various routine clerical duties, utilizing standard office equipment including screening incoming calls; taking and transmitting messages; maintaining calendars; making photocopies; faxing documents; typing; requisitioning supplies; and word processing. | Daily
15% |
| 4. | Enters information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibility. | Daily
15% |
| 5. | Compiles and organizes information in support of report preparation activities, including the preparation of routine reports <u>including newsletters.</u> | Daily
10% |

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6.	Files documents alphabetically, numerically, or by other prescribed methods.	Daily 5%
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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
7.	Receives, sorts, files, and/or distributes a variety of correspondence, reservations, invoices, fees, work orders, reports, service requests, materials, deliveries, mail, and/or other applicable items.	Daily 5%
8.	<u>Schedules conference rooms and/or other related facilities for meetings and events including the coordination of all applicable logistics.</u>	Daily 5%
9.	<u>Monitor, order and restock office supplies and materials.</u>	Monthly 5%
10.	Performs other duties of a similar nature or level.	As Required

Deleted: Schedules conference rooms and/or other related facilities for meetings and events.

Deleted: Monitors and restocks office supplies and materials; recommends the replenishment of applicable inventory and supplies.

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to the Police Department may be responsible for:

- Maintaining criminal history information and crime reports;
- Transcribing dictated police reports;
- Auditing, reviewing, and analyzing police reports prior to inclusion in official records files;
- Scanning records for inclusion in permanent digital records;
- Processing citations;
- Reviewing traffic court logs for non-appearances;
- Attending court hearings to determine the status of court hearings;
- Identifying and resolving court appearance conflicts;
- Researching criminal history information.

Positions assigned to Purchasing may be responsible for:

- Administering the on-line bid system.

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Positions assigned to Public Utilities may be responsible for:

- Processing customer surveys;
- Preparing vehicle accident reports;
- Processing landfill weight tickets;
- Processing uniform service requests forms;
- Preparing contracts;
- Preparing and maintaining desk reference manuals

Positions assigned to Transportation may be responsible for:

- Reviewing, processing, and inputting HandyRide application data;
- Selling transportation passes;
- Receiving and processing Special Ricer Certification applications
- Creating transportation ID cards.

Positions assigned to Parks & Recreation may be responsible for:

- Processing reservations for facility use requests;
- Scheduling special events at parks and the theater;
- Processing registrations for activities.

Deleted: <#>Preparing, publishing, and disseminating departmental newsletter;¶

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and one year of general office experience are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Typing Certificate
- Some positions, based on assignment, may require:
- Basic Class C License

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- General writing principles and report writing techniques;
- Recordkeeping principles and practices;
- Computers and applicable software and database systems;
- Proper grammar, punctuation and spelling;
- Filing principles and practices.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007